

MEM – PACE Welcome Packets

Purpose:

This procedure explains the process for generating PACE Welcome Packets

Identification of Roles:

Administrative Assistant (AA)
Operations Manager (OM)

Performance Standards:

On monthly basis access system management report for newly enrolled Program of All-Inclusive Care for Elderly (PACE) members and send cover letter and PACE Introductory booklet to each member.

Path of Business Procedure:

Step 1: On the first business day of each month, the Operations Manager (OM) will access ISIS Reporter to access the report entitled PACE New Member List.

Step 2: OM will copy and paste the new member list into an E-Mail and send the E-Mail to the Administrative Assistant or designee.

Step 3: Once received, the Administrative Assistant (AA) or designee will record the information into the spreadsheet entitled 'PACE New Members'

Step 4: On the second business day of each month AA or designee will create a mail merge label file containing the member's address found in the 'PACE New Members' spreadsheet.

Step 5: AA or designee will print the address labels on a 5160 sized label sheet.

Step 6: AA or designee will prepare the Welcome Packet by combining the PACE Welcome Letter and the PACE Your Choice booklet and placing them in a 6x9 envelope.

Step 7: AA or designee will place the label on the outside of the envelope and place in the outgoing mail no later than the third business day of the month.

Note: The PACE Welcome letters are generic and are not addressed to any particular member.

Step 8: Upon completion of the packet, AA or designee will log in the 'PACE New Members' spreadsheet the date in which the packet was sent.

Note: The PACE New Members report will be sent to PACE Policy staff for reporting purposes by the 3rd business day of each month for the month prior.

Forms/Reports:

PACE New Members

RFP References:

6.5.3.2 (n)

Interfaces:

Data Warehouse

Attachments:

PACE New Member Spreadsheet

| Begin Date | State ID | Consumer Name | Consumer Address 1 | Consumer Address 2 | Consumer City/State/Zip | Payee Name | Date Sent |
|------------|----------|---------------|--------------------|--------------------|-------------------------|------------|-----------|
| 2/1/2011 | 0000000M | Jane Doe | 1234 Member Avenue | | SIOUX CITY, IA 51101 | Jane Doe | 2/14/2011 |
| 2/1/2011 | 1234567F | John Member | 1234 Pearl St | | SIOUX CITY, IA 51104 | Center ABC | 2/14/2011 |

| Month Total Date Completed | | |
|----------------------------|---|-----------|
| February | 7 | 2/14/2011 |
| March | 2 | 3/1/2011 |